

2. If resolution is reached, the Division of Public Health immediately completes the *North Carolina Infant-Toddler Program Mediation and/or Administrative Due Process Hearing Resolution Agreement* form, obtains the appropriate signatures, and sends the original to the parent outlining the decision and the resolution steps to be followed. The form is copied to all involved parties.
3. If resolution is not reached through discussion and negotiation, the Early Intervention Branch of the Division of Public Health ensures the parent's understanding of the next steps in the complaint resolution process and determines whether the parent desires mediation or prefers to move directly to an administrative due process hearing.
4. If the parent desires mediation, the process begins with number 5 below. If the parent prefers to move directly to an administrative due process hearing, the process begins with number 11 below.
5. The Early Intervention Branch of the Division of Public Health appoints a Mediator from the approved state list to resolve the complaint and provides relevant information regarding the complaint to the Mediator. The mediator must be qualified, impartial and trained in effective mediation techniques.
6. The Early Intervention Branch of the Division of Public Health notifies the parent and all involved agencies and service providers of date, time, and location of the mediation session no later than seven (7) calendar days prior to the session. The session must be scheduled at the parent's convenience and in a location that is convenient to the parties to the dispute.
7. Mediation occurs.
8. If agreement is reached, the Early Intervention Branch of the Division of Public Health completes the *North Carolina Infant-Toddler Program Mediation and/or Administrative Due Process Hearing Resolution Agreement* form, obtains the appropriate signatures, and sends the original to the parent. The form is copied to all involved parties.
9. If agreement is not reached through the mediation process, the mediator informs the parent of his/her right to and procedures for either proceeding to or requesting an administrative due process hearing.
10. The Mediator informs the Early Intervention Branch of the Division of Public Health that a mediation agreement has not been reached and the parent's preference for next steps.
11. The Early Intervention Branch of the Division of Public Health appoints a Hearing Officer from the approved state list to hear the complaint and provides relevant information about the complaint to the Hearing Officer.
12. The Early Intervention Branch of the Division of Public Health notifies the parent and all involved agencies and service providers of date, time, and location of the due process hearing no later than seven (7) calendar days prior to the hearing. The hearing must be scheduled at a time and place that is reasonably convenient to the parents.